

## INVENTOR INFORMATION

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## APPLICATION INFORMATION

Title Line One:: Management and Control of Call Center an  
Title Line Two:: d Office Telephony Assets  
Total Drawing Sheets:: 6  
Formal Drawings?: Yes  
Application Type:: Utility  
Docket Number:: 18864-06267  
Secrecy Order in Parent Appl.?: No

## REPRESENTATIVE INFORMATION

Representative Customer Number:: 758  
Registration Number One:: 42120  
Registration Number Two:: 48473

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